

Administrative Vendor - Performance Report December 2006

Single Point of Entry Performance Standard	Contracted Level	Level Met	Data Descriptions
Applications sent to County Welfare Department or Healthy Families Program (HFP) within four (4) business days of receipt at SPE.	98%	99.7%	23,096 applications processed in 4 days out of 23,176 applications
Single Point of Entry Toll-free line (1-800-880-5305) Line busy rate.	5%	0%	0 blocked out of 105,615 calls attempted*
Single Point of Entry Toll-free line (1-800-880-5305) Line abandoned rate.	5%	3.3%	4,176 abandoned out of 105,615 incoming calls*
Single Point of Entry Toll-free line (1-800-880-5305) Voice mail calls returned within two (2) business days.	100%	100%	1,043 returned in 2 days out of 1,043 voice mails

*Toll-free line performance standards are calculated using hourly rate averaged on a monthly basis, per contract requirement.

Healthy Families Program Performance Standard	Contracted Level	Level Met	Data Descriptions
Completeness determination of applications within three (3) business days after receipt from SPE.	99%	99.9%	18,599 out of 18,616 applications
Program Reviews and appeals processed within fifteen (15) business days of receipt of applicant's request.	99%	100%-Appeals 99.9%-Prog Rev	199 out of 199 appeals 12,361 out of 12,362 program reviews
Data transmissions to participating plans ten (10) calendar days prior to subscriber's effective date of coverage.	99%	99.8%	69,172 out of 69,332 data transmissions
HFP Members-Only Toll-free line (1-866-848-9166) Line busy rate.	3%	0%	0 blocked out of 148,962 calls attempted*
HFP Members-Only Toll-free line (1-866-848-9166) Line abandon rate.	3%	.7%	1,177 abandoned calls out of 148,962 incoming calls*
HFP Members-Only Toll-free line (1-866-848-9166) Seconds to live voice.	85% in 25 seconds	91.4%	94,401 calls answered in 25 seconds out of 105,586 calls answered*
HFP Members-Only Toll-free line (1-866-848-9166) Voice mail calls returned within two (2) business days.	100%	100%	276 returned in 2 days out of 276 total voice mails

*Toll-free line performance standards are calculated using hourly rate averaged on a monthly basis, per contract requirement.

Administrative Vendor - Quality and Accuracy Performance Report November 2006

Single Point of Entry Quality and Accuracy Standard	Contracted Level	Level Met	Data Descriptions (of random sample)
Accuracy of SPE application screening to correct program (HFP, Medi-Cal or both).	98%	98.4%	419 applications screened correctly out of 426 applications

Healthy Families Program Quality and Accuracy Standard	Contracted Level	Level Met	Data Descriptions (of random sample)
Accuracy of eligibility determinations for Healthy Families Program (HFP) applications and Program Reviews received.	98%	99.0%	396 applications with correct eligibility determinations out of 400 HFP applications
Accuracy of eligibility determinations for HFP Annual Eligibility Review (AER) applications received.	98%	98.8%	398 applications with correct eligibility determinations out of 403 HFP AER applications
Accuracy of adjudications of HFP appeals received.	98%	100%	125 appeals with correct appeal determinations out of 125 HFP appeals
Accuracy in generating electronic enrollment transactions (834s) for individual HFP subscribers for eligibility triggering events.	98%	100%	1,227 correct and successful 834 transactions generated out of 1,227 triggering events

Healthy Families Program Quality and Accuracy Standard for Plan Transactions	Goal	Level Met	Data Descriptions (of random sample)
Accuracy in generating and posting HFP plan daily electronic enrollment files (834s) containing individual HFP subscriber transactions for each HFP plan for the previous days triggering events.	98%	100%	1,200 correct generated and successfully posted plan files out of 1,200 HFP plan files
Accuracy of monthly capitation payment determinations for HFP subscribers and accuracy of the monthly generated electronic capitation files (820s) for each HFP plan.	98%	99.9%	1,199 correct determinations and successfully generated plan files out of 1,200 HFP plan files

All Quality and Accuracy Standards are based on a monthly random sample and the performance level is based on the numeric values indicated in the data description. Reporting will be two months in arrears due to necessary processing and evaluation period for monthly random samples.

*We are monitoring and reporting contractor performance for Quality and Accuracy standards for Plan Transactions which are not yet contractually in effect until January 2007, which will be reported in March 2007. Contractor performance is being reported for information purposes only until the standards become effective.